



COLORADO  
DEPARTMENT OF  
LABOR AND EMPLOYMENT

SMART Act presentation to:

The House Committee on  
Business, Labor & Economic & Workforce Development

The Senate Committee on  
Business, Labor and Technology

Ellen Golombek, Executive Director  
Kristin Corash, Deputy Executive Director

November 2013





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# Department Overview

- **Total Number of Full-Time Employees (FTE)**
  - 1,012.5 FTE
- **Total Budget = \$163,342,035**
  - Total Federal Funds
    - \$97,192,944**
  - Total Cash Funds
    - \$65,399,832**
  - Total General Funds
    - \$98,519**
  - Total Reappropriated Funds
    - \$650,740**





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# Department Overview

- **Vision:** Quality and excellence in all we do
  - Commitments:
    - Outstanding Customer Service
    - An inclusive culture
    - Knowledgeable employees who drive our success
    - Being a trusted and strategic partner
    - Continuing process improvement
- **Mission:** To protect and promote the integrity and vitality of Colorado's employment environment.
- **Values:** Teamwork, Accountability, Collaboration, Respect, Integrity, Adaptability, Excellence









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# Overview and Organization

## ***“We Keep Colorado Working”***

- We connect businesses with job seekers and job seekers with great jobs.
- We help people who have lost their jobs through no fault of their own.
- We assist workers who have been injured on the job.
- We ensure fair labor practices.
- We protect the workplace – and Colorado communities – with a variety of safety programs.





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# Strategic Initiatives

## Strategic Initiatives

- Customer service
  - Technology
  - Process Improvement
  - Strategic Partnerships and Stakeholder Relationships
  - Employee Engagement and Accountability
- Our strategic initiatives are built into every employee's performance plan, along with the core values
  - Allows for greater accountability toward shared goal of improving customer service





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# Strategic Initiatives

## Process Improvement

- Adopted Lean as a process improvement tool
- Completed and implemented 15 Lean projects
- Created a Lean Leaders Forum to share best practices
- Committed time and resources to train more than 25% of CDLE's employees in the Lean Methodology
- Continue to identify and prioritize process improvement projects





## **Focusing on Customer Service: Division of Employment & Training**

- Serving Colorado business
  - 28.6% increase in the number of businesses served through Colorado workforce centers (from 15,640 to 20,108)
  - Provided \$1.25 million in employer-match funding through H-1B technical skills grant
- Serving Colorado workers
  - 439% increase in job openings available to Colorado job seekers thru link with US.jobs
  - Trained 2250 workers in renewable energy and energy efficiency industries
  - Connected more than 5500 veteran jobseekers with employers through job fairs





## **Focusing on Customer Service: Division of Unemployment Insurance**

- Serving Colorado business
  - Bonded Unemployment Insurance Trust Fund debt
  - Reduced improper payment rate from 18% to 10.06%
  - Created Employer Toolkit
- Serving Colorado workers
  - Increased claimants served from 4500 to 8000 per week
  - Reduced call center wait times
  - LEAN Project: Adjudication fact finding
  - LEAN Project: Reduce overall claim time and improve customer service
  - LEAN Project: Document management





## Focusing on Customer Service: Division of Labor

- Serving Colorado business
  - Conducted 20 outreach events to employers and employer associations on wage and hour law changes
    - Credit history checks and social media
- Serving Colorado workers
  - Investigated more than 5,000 complaints and recovered \$1.14 million in unpaid wages to workers
  - Answered more than 40,000 calls from employers and workers on wage and hour issues





## **Focusing on Customer Service: Division of Workers' of Compensation**

- Serving Colorado business and workers
  - Created Workers' Comp stakeholder group
  - \$22 million saved by Colorado employers through free risk management programs
  - Detected nearly \$400,000 in overpayments and \$1.4 million in underpayments to workers
  - Launched internet self-service payment engine for online surcharge payments
  - LEAN Project: Developed process to provide a consistent method for addressing disputed medical bills, tracking violations and rule citation





## **Focusing on Customer Service: Division of Oil and Public Safety**

- Serving Colorado business
  - Statewide outreach themed “Keys to Compliance”
  - Established the Petroleum Cleanup and Redevelopment Fund
  - LEAN Project: Improved application process for Petroleum Storage Tank reimbursements
  - LEAN Project: Revised permit application forms and submittal process
  - LEAN Project: Website improvement





## Fostering Economic Development

- OPS Brownfield Redevelopment
  - Created Petroleum Cleanup and Redevelopment Fund (HB 1252)
    - Provides grants for abandoned tank removal and cleanup
    - Enables abandoned gas stations properties to be redeveloped
- Colorado Workforce Development Council
  - Sectors Steering Committee
    - Regional Sector Partnerships
    - Industry-based
  - Talent Development Steering Committee
    - Career Pathways: Healthcare, Advanced Manufacturing, IT
    - Governor's STEM Roadmap and Action Plan
    - State Youth Council supporting Local Youth Councils





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## Flood Relief Efforts

- Disaster Unemployment Assistance
- Employer support
  - UI premium extensions
  - Claim charge waiver
- National Emergency Grant
  - \$4.6 million
  - Estimated 230 temporary jobs to be created
  - 9 participating counties
  - Focus on debris and humanitarian positions





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## WyCAN

- Four-state consortium – Wyoming, Colorado, Arizona, North Dakota
- UI Tax and Benefits system replacement
- Developed by third party vendor – HCL America
- System implementation date December 2016





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## WyCAN

- Accomplishments
  - Developed and adopted over 2500 system requirements
  - Executed contracts with five vendors
- Upcoming deliverables (June 2014)
  - Completion of Detail Work Schedule (Project Schedule)
  - Completion of Project Management Plan and supporting detail plans
  - Initiation of WyCAN Architectural Review Board
  - Completion of data conversion and establishment of interface requirements





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## 2014 Regulatory Agenda

### Division of Labor

- Colorado Minimum Wage Order (11-1-13)
- Implement SB13-018 The Employment Opportunity Act (11-1-13)
- Implement HB 13-1046 The Employee Password Protection Act (11-1-13)
- Implementation of HB 13-1292 The Keep Jobs in Colorado Act (2-14)

### Division of Workers' Compensation

- Rule 17-Medical Treatment Guidelines (11-19-13)

### Division of Oil and Public Safety

- Implementation of HB 13-1110 (LNG/CNG standards) (12-3-13)
- Boiler Inspection Program (1-14-14)
- Explosives (3-11-13)
- Amusement Rides & Devices (3-14-14)
- Conveyances (Elevators/Escalators) (4-14)
- Petroleum Storage Tanks (4-14)





## 2014 Legislative Agenda

### Division of Employment and Training

- Proposed Authority for Fee-For-Service for requested additional employer services (particular targeting to rural areas)

### Division of Oil and Public Safety

- Appropriations language to implement HB 13-1252 (allocation of existing cash funds)





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# Active Emergency Unemployment Compensation Claims Ending 12-31-13





